

## FY 2021 Telecommunications Statistics

### **Infrastructure Management**

Includes installation, configuration, testing and maintenance for new and existing systems for the County Network, Voice/Data, Audio/Visual, Servers, Email and Storage Environment.

### **Goals & Objectives**

- To deliver required and cost effective solutions for the replacement of the current legacy applications.
- To reduce the overall support and maintenance costs.
- Maintain 70-80% virtualization of county wide servers.

|                                  | <b>FY 2017<br/>Actual</b> | <b>FY 2018<br/>Actual</b> | <b>FY 2019<br/>Actual</b> | <b>FY 2020*<br/>Actual</b> | <b>FY 2021<br/>Q1</b> | <b>FY 2021<br/>Q2</b> | <b>FY 2021<br/>Q3</b> | <b>FY 2021<br/>Q4</b> |
|----------------------------------|---------------------------|---------------------------|---------------------------|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Infrastructure Management</b> |                           |                           |                           |                            |                       |                       |                       |                       |
| <b>Capacity Management</b>       |                           |                           |                           |                            |                       |                       |                       |                       |
| % of Servers Virtualized         | 89.00%                    | 89.00%                    | 94.60%                    | 94.50%                     | 94.70%                | 94.70%                | 94.80%                | 94.80%                |
| <b>Availability Management</b>   |                           |                           |                           |                            |                       |                       |                       |                       |
| Court Management System          | 100.00%                   | 99.00%                    | 99.00%                    | 100.00%                    | 99.00%                | 100.00%               | 99.00%                | 98.00%                |
| PeopleSoft                       | 100.00%                   | 100.00%                   | 100.00%                   | 100.00%                    | 99.00%                | 100.00%               | 99.00%                | 100.00%               |
| E-Mail                           | 100.00%                   | 98.00%                    | 100.00%                   | 100.00%                    | 99.00%                | 100.00%               | 100.00%               | 100.00%               |
| Internet                         | 100.00%                   | 99.00%                    | 97.00%                    | 100.00%                    | 99.00%                | 100.00%               | 98.00%                | 98.00%                |
| Audio Visual                     | 100.00%                   | 100.00%                   | 100.00%                   | 100.00%                    | 99.00%                | 99.00%                | 100.00%               | 100.00%               |

\*Disaster Declaration issued by County Judge March 16,2020 due to COVID-19